

Digital Inclusion Volunteer: role description

What we are looking for

Support for our Digital Inclusion service to help older people in East London develop confidence, skills, and independence in using digital technology.

Why it matters

Digital skills are essential for accessing services, staying connected, and maintaining independence. Many older people in East London face barriers to using technology, including limited experience, lack of access, or concerns about safety online. Helping older people overcome these challenges reduces loneliness and isolation, and opens opportunities for learning, social connection, and self-sufficiency.

Why these roles are needed

Our Digital Inclusion service provides one-to-one support, group sessions, and workshops that empower older people to use devices, apps, and online services safely. Volunteers are key to delivering this support, building confidence, and helping older people feel comfortable with technology.

What you'll do

- Support older people with basic technology skills, including using smartphones, tablets, and laptops
- Guide participants through online safety, privacy, and how to recognise scams
- Assist with digital activities, workshops, or drop-in sessions
- Help participants access online services such as video calls, shopping, banking, or health services
- Record session attendance and relevant progress notes on our database
- Signpost participants to other Age UK East London services that may benefit them
- Provide two-to-three hours support per week for a minimum of six months, with preference for longer-term involvement

Skills and attributes needed

- A friendly, approachable manner and interest in supporting older people
- A basic understanding of digital technology, and confidence using devices and apps
- Patience, empathy, and an ability to explain concepts clearly
- Comfortable working one-to-one or in small groups
- Reliability, consistency, and sensitivity to participants' needs
- Good communication and record-keeping skills
- Familiarity with Microsoft Office 365 or similar IT tools

Benefits

- Make a tangible difference in older people's lives by helping them access services, stay connected, and gain confidence
- A sense of purpose and accomplishment
- Opportunities to build intergenerational relationships
- Social and celebration events
- Access to an Age UK Discount Portal

Skills developed

- **Emotional and Social Intelligence:** empathy; patience; active listening
- **Communication Skills:** clear and compassionate dialogue; non-verbal awareness; confidence in teaching new skills
- **Relationship Building:** trust development; boundaries and confidentiality; consistency and reliability
- **Problem-Solving and Creativity:** adaptability; encouraging participants to try new approaches; resourcefulness
- **Personal Growth:** self-awareness; confidence and self-esteem; resilience
- **IT Skills:** digital literacy; safe use of devices and online platforms; data protection

Support provided

- Full induction
- Training including Safeguarding, Making Every Contact Count, Building a Positive Volunteering Experience, and more
- Regular supervision by a supervisor
- Peer support sessions with other volunteers to share experiences, challenges, and best practices
- Reimbursement of agreed expenses

We also host an annual Volunteer Awards event where we celebrate and recognise the contribution of our volunteers.

How to apply / contact details

- **Online:** <https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/>
- **Email:** volunteering@ageukeastlondon.org.uk for more information
- **Tel:** 020 8981 7124 and ask for Stefan Kimonos for more information

We will also require details of two referees and ask that you complete a DBS check (which we will arrange for you).